

IB Chono
Leave for record
per sonal

14 January 1983

MEMORANDUM FOR THE RECORD

STAT

SUBJECT: [REDACTED]

STAT

STAT
STAT

STAT

[REDACTED] DC/IB and [REDACTED] C/CS met with [REDACTED] to discuss a performance weakness which is impacting on her section's morale and productivity. We are concerned because [REDACTED] traditionally has been an exemplary and highly productive employee and this deviation from her normal work pattern is of relatively recent origin.

STAT

STAT

STAT

In the past four or five months, [REDACTED] appears to be using an excessive amount of unscheduled and "emergency" leave. Her dependability, as such, is coming into question and dependability is a key element in her job performance. In addition to the technical processing of claims, [REDACTED] currently shares responsibility for handling a busy sterile phone. Both functions require concentration, attention to detail and patience as well as a great deal of time. It is considered a hardship therefore for one person to bear sole responsibility for the sterile phone. [REDACTED] unplanned absences have required significant use of a backup adjustor for phone coverage or have greatly increased the workload on the other individual in her office.

STAT

STAT

STAT

[REDACTED] production measured in terms of the quantity of claims completed per hour worked has not diminished but the quality of her production is not up to her normal standards. A recent spot audit of [REDACTED] work indicated a significantly high number of clerical errors and one consistent technical error which could cause serious payment problems. Further, [REDACTED] absences mean that we have been without her services and her production for part of our busiest claims season, when we have repeatedly emphasized our need for continued optimum office coverage.

STAT

STAT

STAT

In order to alleviate the above problems, [REDACTED] must make a concerted effort to curtail all use of unscheduled leave. [REDACTED] has been advised that a 90 day trial period will begin 10 January 1983 with a request for immediate improvement in the first 30 days. If significant improvement is not noted in the first 30 days, it will result in [REDACTED] removal from answering the sterile phone and her placement in functions with less impact on the Section's workflow.